



Mercedes-Benz USA, LLC

Robert Veit
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Vans USA

IMPORTANT SAFETY RECALL
This notice applies to your vehicle,
VIN: WDDUG6D[REDACTED]
Transmission Carrier Attachment
NHTSA Recall # 18V335

July, 2018

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

WDDUG6[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear Mercedes-Benz Metris Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz Metris vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2017 Metris vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

DAG, has determined that in certain vehicles (Platform 447), the screw connection of the transmission carrier to the vehicle body may not be tightened with the specified torque. If the screw connection of the transmission carrier is not sufficiently torqued, the bolts could loosen and subsequently lose connection with the vehicle. In that event, the position of the transmission carrier and the angle of the propeller shaft to the transmission could change. If this angle exceeds a certain degree, the joint disc could be damaged and lead to its complete failure. This may increase the risk of a crash. The driver will be alerted to clear warning signs of vibrations and rattling noises during operation of the vehicle prior to such loss of power. In this case, the vehicle would still remain controllable (steering and braking would not be affected).

What will your DEALER DO?

An authorized Mercedes-Benz Metris dealer will perform a check of the bolts on all potentially affected Metris vehicles and replace the bolts if necessary. This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **approximately 1 hour**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbvans.com/sprinter/shopping-tools/find-a-dealer. **Please mention you are scheduling an appointment to check the bolts of the transmission carrier under Recall Campaign # 2018070002.**

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBVans.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbvans.com/sprinter/owners-resources/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

